

# Fact Sheet: After Maria: Replacing Important Lost or Damaged Documents

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**SAN JUAN, Puerto Rico** – Survivors of Hurricane Maria and the devastating floods may have lost or damaged important documents. The below organizations can assist with obtaining official copies.

## Government of Puerto Rico

Nutrition Assistance for Puerto Rico  
(Puerto Rico operates this program in place of the Supplemental Nutrition Assistance Program – SNAP.)

Website: <https://www.benefits.gov/es/benefits/benefit-details/363>

Birth, Death, Marriage & Divorce Records

Phone: 787-765-2929 Ext. 6131

Website: [https://www.cdc.gov/nchs/w2w/puerto\\_rico.htm](https://www.cdc.gov/nchs/w2w/puerto_rico.htm)

Department of Transportation & Public Works (DTOP)

Duplicate Driver's License

Website: [http://www.dtop.gov.pr/servicios/det\\_content.asp?cn\\_id=96](http://www.dtop.gov.pr/servicios/det_content.asp?cn_id=96)

Duplicate License Plates & Car Titles

Website: [http://www.dtop.gov.pr/servicios/det\\_content.asp?cn\\_id=177](http://www.dtop.gov.pr/servicios/det_content.asp?cn_id=177)

## Utilities Change of Address

Autoridad de Energía Eléctrica (AEE)

Phone: 787-521-3434 or 800-981-2434

Website: <https://www.aeepr.com/>

Autoridad de Acueductos y Alcantarillados (AAA) Phone: 787-620-2482 or 787-620-

2277 Website: <http://www.acueductospr.com/>



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## Financial

Puerto Rico Dept. of Finance / Taxpayer Services

Phone: 787-622-0123

Website: <http://www.hacienda.gobierno.pr/documentos/modelo-sc-2907-solicitud-de-copia-de-planilla-relevo-de-herencia-y-de-donacion-e-instruccionesform-29071-request-copy-return-estate-or-gift-certificate-release>

Bank Checks, ATM/Debit Cards, Safe Deposit Boxes:

Phone: 877-275-3342

Website: [www.fdic.gov](http://www.fdic.gov)

U.S. Savings Bonds:

Phone: 800-722-2678 or 800-553-2663

Website: <http://www.treasurydirect.gov/>

U.S. Tax Returns:

Phone: 800-829-1040

Website: <http://www.irs.gov>

Credit Cards: Contact the issuing institution:

- American Express: 800-992-3404
- [https://online.americanexpress.com/myca/mobl/us/static.do?page=un\\_lostorstolen](https://online.americanexpress.com/myca/mobl/us/static.do?page=un_lostorstolen)
- Bank of America: 800-732-9194  
<https://www.bankofamerica.com/privacy/report-lost-stolen-credit-card.go>
- Chase: 800-432-3117 <https://www.chase.com/credit-cards/customer-service>
- Citibank: 800-950-5114  
<https://online.citi.com/US/JRS/pands/detail.do?ID=DebitCreditCardSecurity>
- Discover: 800-347-2683 [www.discover.com/credit-cards/help-center/](http://www.discover.com/credit-cards/help-center/)
- Master Card: 800-622-7747 [www.mastercard.com/cgi-bin/emergserv.cgi](http://www.mastercard.com/cgi-bin/emergserv.cgi)
- Visa: 800-847-2911 [www.usa.visa.com](http://www.usa.visa.com)

Credit Reports: Equifax, Experian or TransUnion Phone: 877-322-8228 Website:

[www.annualcreditreport.com](http://www.annualcreditreport.com)

## Identification Records:

Social Security Card: Phone: 800-772-1213 Website: [www.ssa.gov](http://www.ssa.gov) Medicare



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Card:Phone: 800-772-1213Website: [www.socialsecurity.gov/medicarecard/](http://www.socialsecurity.gov/medicarecard/) Green Card: Phone: 800-375-5283Website: <http://www.uscis.gov/green-card/after-green-card-granted/replace-green-card> U.S. Passport: Phone: 202-955-0430 or 1-877-487-2778Website: <http://travel.state.gov/content/passports/english/passports/lost-stolen.html> Military Records: Phone: 866-272-6272Website: [www.archives.gov/contact/](http://www.archives.gov/contact/)

### Homeowner Records:

Insurance Documents:Check with your private insurance agent or insurance company. Real Estate and Property Records (Mortgage Documents, Deeds, etc.):Contact your own lender or real estate attorneyWebsite: <http://propertydeeds.org>

### Additional Resources:

Medical and Prescription Records:Contact your doctor or preferred pharmacy. National Archives Records:Website: General <http://www.archives.gov/preservation/records-emergency/public.html> Website: Saving family records <http://www.archives.gov/preservation/disaster-response/guidelines.html>

**NOTE:** FEMA does not endorse any specific products or services.

person holding photo album

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*FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.*

*Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-*



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621-3362 (voice, 711/VRS - Video Relay Service; TTY: 800-462-7585).  
Multilingual operators are available (press 2 for Spanish).

*The SBA is the federal government's primary source of money for the long-term rebuilding of disaster-damaged property. SBA helps businesses of all sizes, private non-profit organizations, homeowners and renters, which can cover the cost of replacing lost or disaster-damaged real estate and personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations.*



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